

FACTS TUITION MANAGEMENT Q & A

FACTS provides flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable. The process is simple, convenient, and secure.

You will set up your FACTS payment plan as part of your school's electronic enrollment process.

In order to ensure that you will receive important payment reminders and other information, please white list factsmgt.com and renweb.com to enable email to your inbox and avoid a spam folder.

FACTS Confirmation Notice

If you are enrolling a new student or re-enrolling a student during the January/February period, you will receive an invoice for the school's *registration and instructional fees* within 4 weeks of your re-enrollment.

Once your *tuition enrollment* is processed via the school office, you will receive a FACTS Confirmation Notice. This notice will confirm your payment plan information and student(s) enrollment. Please check this information for accuracy, and contact the school with any discrepancies. Student tuition enrollments for the upcoming school year are normally processed in late May or June. Your *tuition confirmation notice* for the upcoming school year will be emailed to you at that time.

Frequently Asked Questions

- **Is my information secure?** Yes, your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmtg.com.
- **When will my payment be due?** You will select a payment plan as a step in your online enrollment. A reminder email will be sent approximately six days prior to each set withdrawal date. **Any request to change a withdrawal date must be made via the school office at least 3 business days prior to the automatic payment date in order to affect the upcoming payment**
- **What happens if my payment date falls on a weekend or holiday?** Your payment will be processed on the next business day.
- **What happens if my payment is returned?** Returned payments may be subject to a FACTS Returned Payment Fee; watch for a returned payment notice via email from FACTS for additional information.
- **How do I make changes once my agreement is in the FACTS system?** Contact the school office with any changes you would like to make.
- **What does it cost to set up a payment plan?** While you will pay an application or re-enrollment fee during the FACTS process, the fees charged for your payment plan are currently covered in your school registration fee.
- **How can I see my account?** Parents will establish a log in for the Facts Student Information System (SIS). SIS contains student data, schedules, grades, etc. On the SIS home screen there is a link, FINANCIAL, which will take you to your financial information. You may view your payment history, make a payment, register to receive text messages, etc.
- **Contact information:** St. Vincent de Paul School – 303-777-3812; FACTS customer service – 1-866-441-4637.